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North East Sales Area
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August 5, 1997

SENT VIA E-MAIL

Bob Snow
Mark Goodman
Tim Gillespie
Stephen MacLeod
Bob Dobrowolski
Rory O'Rourke

Verify From Perry (x 4360)

Subject: **Contract Volume Verification**

As each of you are already aware, we have historically had a significant percentage of our retail contracts that do not match up with the S.I.S. volume listed for the corresponding accounts. While numerous factors can result in this occurring over time, (i.e., volume shifts between accounts), it is important that we put some checks in our procedures to ensure this doesn't occur when the contract is first signed. If you are not already doing so, I would strongly urge you to have your Systems Coordinator review each contract against the S.I.S. volume showing for the account to ensure they both match up prior to entering the contract in the System. Obviously, if this information doesn't match, the contract should be returned to the responsible individual for correction or updating of S.I.S. volume. Additionally, as a reminder, both RJR and industry volume need to be maintained accurately in the S.I.S. volume sections.

Hopefully this will help to correct this on-going issue. Call if you have any questions.

Don

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To: Snow, Robert, Orourke, Rory, Macleod, Stephen, Goodman, Mark J., Gillespie, Tim E., Dobrowolski, R E.,
1810 - Cincinnati ROU (WEBSTES), 1710 - Pittsburgh ROU, 1610 - Buffalo ROU (BRZEZIE),
1310 - Philadelphia ROU (METZG), 1210 - New York ROU (ALVICH), 1110 - Boston ROU (PROVENL)
From: S=1000 - North East Sales Area; O=msmail; P=rjrt; A=rjrx400; C=us
Posted: 8/5/97 14:58
Opened: 8/5/97 14:58
Subject: Contract Volume Verification

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